



Service Provider Manual

San Antonio, Texas

March 2010
July 2015

Emergency Numbers

Prior to the start of work, please write in the correct emergency numbers you are given by your company representative or Boeing Onsite Activity Representative in the space provided below.

Emergency: **Operations Control Center (OCC)**
(210)932-6911 Non-emergency 932-6199
Address: 375 Airlift Drive, San Antonio

Give the following information:

1. Your name and your employer's name.
2. Phone number from which you are calling.
3. Location of the incident:
City, street address (if known)
Building number and floor level
Column number
Nearest door number
4. Nature of emergency.

Don't hang up until told to do so!

You are a vital link in the emergency and must relay changes in the state of the emergency.

Boeing Onsite

Activity Representative: Consult your contract for their name & number

Other Numbers: Facilities Mgr. 210-932-6850
EHS Mgr. 210-932-6105
Fire Protection Mgr. 210-932-6850

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INTRODUCTION

The Boeing Company is committed to maintaining high safety, health, fire prevention, security, and environmental standards. As a service provider to The Boeing Company, you are expected to maintain the same high standards.

You will be interfacing with Boeing operations and working closely with personnel from various Boeing organizations and related service providers. Therefore, it is important that you, your employees, and your subcontractors are familiar with Boeing safety, health, fire prevention, security, and environmental requirements.

As a service provider, you are responsible for ensuring that all your subcontractors follow safe work practices and comply with all federal, state, local, and Boeing contract requirements.

This booklet is intended to help you comply with The Boeing Company safety, health, fire, security, and environmental requirements. Nothing herein shall relieve you of your responsibility to comply with federal, state, and local laws, codes, rules, regulations, and Boeing-contract requirements.

Your Boeing Onsite Activity Representative is your primary point of contact. Some work activities you are involved in may require additional coordination with Boeing Environment, Health and Safety (EHS), Fire, Security, and other entities as appropriate. The Boeing Onsite Activity Representative is responsible to ensure this coordination occurs. Throughout this manual activities requiring additional coordination are identified with the statement "Additional coordination is required."

Please read this booklet, and if you do not fully understand the information provided in all sections or there are site-specific issues, discuss your questions with your supervisor or your Boeing Onsite Activity Representative.

Ensure that each of your personnel and subcontractors that will be performing work for Boeing are aware of the requirements of this manual.

Requirements of some locations or activities may differ from those in this manual. Consult with your Boeing Onsite Activity Representative for questions and additional requirements that may apply to your contract.

Service provider employees violating Boeing requirements are subject to removal from the site and/or disciplinary action.

Your cooperation is expected and appreciated.

1.0 GENERAL INFORMATION

1.1 General Rules

- a. All service providers are to stay within assigned work areas. Wandering in non-assigned work areas is strictly prohibited.
- b. Use of offensive language and display of offensive materials is not permitted.
- c. Horseplay, theft, fighting, harassment, gambling, and possession or use of alcohol or controlled substances, firearms (or other weapons), or ammunition are strictly prohibited.
- d. Use of Boeing assets such as equipment, machinery, tools, phones, utilities, etc., is prohibited without prior permission from the Boeing Onsite Activity Representative. The use of Boeing assets by service providers is generally forbidden unless there is a specific business need such as unique tooling required for a project or additional risk incurred in operating portable equipment such as cranes.
- e. Use of a photographic or camera-enabled device must be properly authorized using a Camera Permit.
- f. Radio frequency devices, such as portable radios, are controlled on Boeing property and must be pre-approved before use.
- g. Tobacco use of any kind is prohibited on Boeing property, including Company-owned or leased grounds, parking lots, private vehicles and buildings, in company-owned or leased vehicles, or in pre-delivered products.
- h. Animals are not to be brought onto Boeing property. For guide dogs and other human service animals, please coordinate with your Boeing Onsite Activity Representative.

1.2 Badge Identification

- a. You must obtain an identification badge and visibly display and wear the badge while on Boeing property.

Exception: In the event that Boeing provides notification that outward display of identification badges is not recommended, identification must still be on your person.

- b. Lending or borrowing identification badges is strictly prohibited.

1.3 Vehicles

- a. Personal and service provider vehicles and industrial mobile equipment used inside secured Boeing property are allowed with special permission only and may require a Boeing-issued parking pass.

- b. Service provider vehicles, personal vehicles, and industrial mobile equipment and accessories shall be maintained in a safe operating condition.
- c. Service provider vehicles, equipment, or supplies shall not block entrance ramps, truck doors, plant access aisles, emergency routes, and parking specified for Boeing equipment, facilities, or plant personnel without prior approval from the Boeing Onsite Activity Representative.
- d. Posted speed limit and traffic signs shall be followed at all times while on Boeing property.
- e. Pedestrians have the right of way at all times.
- f. Service provider vehicles are not permitted on flight line ramps without prior approval.
- g. Seat belts, when provided, shall be worn at all times.
- h. Personnel shall not be transported in the beds of trucks.
- i. Do not idle vehicles unnecessarily.
- j. Do not idle vehicles in proximity to building air intakes or building entrances.
- k. Operation of diesel and gasoline powered equipment is generally prohibited in Boeing buildings. This requirement does not apply to transient vehicles or short-term loading and unloading inside occupied buildings. If a diesel or gasoline powered device is to remain running inside a Boeing building for more than fifteen (15) minutes, then the exhaust shall be piped or vented to the outside of the building or shall use a Boeing approved filtering system.

1.4 Required Postings

The service provider is responsible for ensuring that all federal, state, and local agency permits and posters are placed at the entrance to the job site, or at a location as directed by the Boeing Onsite Activity Representative.

2.0 EMERGENCY PROCEDURES

2.1 Evacuations

- a. In the event of a building or site evacuation, immediately evacuate through the nearest safe exit and report to your designated assembly point. If you do not know your assembly point, check with your immediate supervisor or Boeing Onsite Activity Representative. In all cases, instruction and directions given by your supervisor, security, or other emergency response personnel shall be followed.
- b. In the event of a building or site incident in which you are asked to “Shelter In Place,” follow the posted directions, or direction from the designated emergency response personnel, to the closest designated “Shelter in Place” location.
- c. Do not leave the assembly point or shelter-in-place location until authorized to do so by Boeing or local emergency response agencies.

2.2 Emergency Notification

Immediately report all emergency and significant incident situations to the Boeing emergency number listed on page ii of this booklet and your Boeing Onsite Activity Representative.

You must know the building number, grid/column line number, floor level, door number, and location of the nearest phone.

Remember: do not hang up until the dispatcher tells you to do so. You are a vital link in the emergency and must relay changes in the state of the emergency.

Emergency and significant incident are defined as follows.

- a. **Emergency.** Any event requiring emergency personnel and equipment, including but not limited to:
 - Visible flame, smoke, noxious odors, or noise that may attract the attention of the surrounding community or that results in the evacuation of personnel.
 - An event that places human life, environment, or property at risk.
 - Environmental spills or releases.
- b. **Significant Incident.** Any event involving one or more of the following.
 - Death, serious injury, or exposure of an individual to

hazardous substances that require attention beyond first aid, hospitalization, or results in permanent impairment.

- Property damage to Boeing or Boeing Customer assets.
- Damage or the potential for damage to a Boeing product or related production component or part.

2.3 Emergency Medical Care

Should you observe a medical emergency, call the appropriate emergency response agency listed on page ii of this booklet.

3.0 FIRE PREVENTION

3.1 Fire Extinguishers

As required and approved by the Boeing Fire Department or a Boeing Security and Fire representative, all service providers shall provide their own Factory Mutual (FM) Approved or Underwriters Laboratory (UL) Listed portable fire extinguishers in good working order. Fire extinguishers approved by the Boeing Fire Department or a Security and Fire Representative for the specific hazards of the location must be readily accessible in the immediate area.

3.2 General Housekeeping

- a. Boeing trash receptacles shall not be used for construction debris.
- b. All trash and debris receptacles shall be located away from any Boeing building or structure. If construction trash chutes are required, the location and design of the chute shall be approved by the Boeing Fire Department or a Boeing Security and Fire representative.
- c. All work areas shall be maintained in a clean state. Clean up and remove trash, scrap, excess materials, and other debris. This shall be done at least daily and whenever the accumulation constitutes a fire hazard.
- d. Burning of trash is prohibited.
- e. Wood, sawdust, or shavings shall not be used as absorbents for spilled flammable or combustible liquids or petroleum lubricants.

3.3 Equipment Requirements

- a. All equipment must be operated in accordance with the manufacturer's instruction manual.
- b. All powered equipment shall be refueled outdoors, away from storm drains and clear of structures, with engines shut off. Spill containment must be provided for equipment fueling. Spill clean up kits must be available at refueling locations.
- c. Gasoline, liquid propane gas, or propane-powered equipment shall be allowed on building roofs only with prior written approval obtained through the Boeing Onsite Activity Representative. Additional coordination is required.
- d. Electrical equipment used in areas where flammable atmospheres (vapors, dusts, or mists) may exist shall have appropriate National Fire Protection Association (NFPA) class and division ratings for explosion proofing.

- e. Air monitoring shall be conducted, as necessary, to check for hazardous emissions from powered equipment operating within buildings or enclosed structures. Monitoring results shall be available for review if requested by Boeing.

3.4 Flammable Liquids

- a. All flammable liquids, fuels, resins, lubricants, and solvents shall be segregated and labeled. All storage areas for flammable or combustible liquids shall be approved by the Boeing Onsite Activity Representative. Additional coordination is required.
- b. Flammable liquids (flashpoint below 100°F or 38°C) shall not be used or stored inside Boeing buildings unless contained in an FM Approved, UL Listed, or Boeing-approved container and only in quantities needed to accomplish the immediate tasks.
- c. The use of glass containers is strictly prohibited.
- d. Effective methods of spill retention and cleanup of materials are required.
- e. Containers and dispensing apparatus shall be electrically bonded and grounded when dispensing or transferring flammable liquids, except for portable containers less than five gallons in capacity and containers made of plastic.
- f. The service provider shall comply with all safety regulations and codes pertaining to labeling, handling, and storage of flammable and combustible products.

3.5 Spray Painting, Flammable Resins, and Chemicals

- a. Inspection and written approval are required before painting, including spray painting or cleaning with flammable materials. Additional coordination is required.
- b. All electrical equipment shall be rated for Class I, Division 1 locations where flammable or combustible liquids are sprayed. Spray operations shall be conducted in well ventilated, unoccupied areas.
- c. Only explosion-rated or intrinsically safe electrical equipment, including forklift trucks that are, for example, EE or EX rated, shall be used in areas such as flight hangars, paint booths, and tank lines, where explosion-proof electrical systems are required.
- d. A minimum distance of 20 feet from ignition sources is required.

3.6 Heating Devices

- a. Open-flame devices and sources of heat and spark-producing

equipment shall not be used in areas with combustible materials or flammable liquids.

- b. Open-flame devices and furnaces shall have a constant attendant.
- c. The hot-work procedures outlined in section 3.7 shall be followed for heating devices.

3.7 Welding/Cutting Activities

- a. A hot-work permit is required prior to performing all open-flame or spark-producing work.
- b. Coordinate with the Boeing Onsite Activity Representative regarding hot-work permit requirements at your location.
- c. Fire-retardant protective materials (such as fire blankets) shall be used to contain sparks and prevent them from falling against walls, on wooden floors, through flooring, on combustibles or valuable materials and equipment, or into hidden spaces.
- d. Flash shields, fire-resistive curtains, or other suitable shields shall be placed around the welding area to protect any adjacent personnel from sparks and arc flash.
- e. All flammable materials shall be a minimum of 35 feet away from hot-work areas.
- f. Arc welding machines with the potential to interfere with implanted medical devices shall be posted per site safety and health requirements.
- g. Local ventilation is required for welding operations that will generate welding fumes inside the building.
- h. Service providers shall provide their own FM Approved or UL Listed portable fire extinguishers. Fire extinguishers approved for the specific hazards of the location must be readily accessible and fully charged.
- i. The fire watch person shall be assigned and trained in the use of portable fire-fighting equipment. The fire watch person shall be dedicated to the assigned activity and remain on standby a minimum of 30 minutes following the end of any and all open-flame activities.
- j. The assigned fire watch person shall notify the Boeing Fire Department, or other agency that issued the hot-work permit, upon completion of work.
- k. Hot-work permits shall be removed and destroyed upon completion of work or when they expire.

3.8 Fire Protection Systems

- a. Notify the Boeing Onsite Activity Representative 24 hours in advance of all proposed requests for fire protection system closure or impairments. Additional coordination is required.
- b. Boeing requests a fourteen (14) day notice for all non-emergency utility shut off events, but realizes situations may arise where this is not always possible. However, under no circumstance shall the notice for non-emergency utility shut off events be less than seven (7) days.
- c. Boeing shall be notified and shall approve, before use, the use of fire hydrants or building standpipe systems for temporary water supply. This approval is obtained from the Boeing Onsite Activity Representative. Additional coordination is required.
- d. The service provider shall verify with the Boeing Onsite Activity Representative that all fire-extinguishing protection systems (sprinklers) are operational in an area of welding and open-flame cutting. Additional coordination is required.

3.9 Temporary Structures and Enclosures

- a. A separation of 25 feet shall be maintained between temporary buildings and storage areas and other buildings or areas. All temporary installations must have prior approval by the Boeing Onsite Activity Representative. Temporary walls or partitions shall be noncombustible.
- b. Plastic or Visqueen film shall be fire resistive UL Listed or FM Approved, meeting requirements of NFPA #701, "Standard Methods of Fire Tests for Flame Propagation of Textiles and Films."

3.10 Storage of Combustible Building Materials

Contact the Boeing Onsite Activity Representative to obtain approval for the storage of combustible materials. Additional coordination is required.

3.11 Roofing

The Boeing Onsite Activity Representative shall be notified of all roof work involving welding, open flame equipment, and spark-producing or hot work before start of the work. Additional coordination is required.

3.12 Emergency Egress

Service providers shall not block or obstruct emergency exits or other means of egress.

4.0 SAFETY REQUIREMENTS

4.1 Project-Specific Safety Plans

- a. The service provider shall prepare a written, project-specific safety plan with the details in the plan applicable for work being performed, and submit the plan, upon request, for Boeing review. Project-specific safety plans shall be available and communicated at the location where the work is being performed.
- b. The service provider shall submit to The Boeing Company, on request, a copy of its company safety program.
- c. The service provider shall provide written notification to the Boeing Onsite Activity Representative of the name and title of the service provider's on-site safety representative for the project.
- d. Contact your Boeing Onsite Activity Representative for additional assistance on this section of the manual.

4.2 Personal Protective Equipment

- a. The service provider shall provide their employees all required personal protective equipment (PPE) and ensure that it is used. Boeing does not provide PPE to service provider personnel.
- b. The service provider employee's PPE shall be appropriate for the job and shall be maintained in a safe and sanitary condition when not in use. All PPE must conform to appropriate industry standards.
- c. Examples of PPE are
 - Industrial safety glasses with side shields.
 - Face protection.
 - Body protection.
 - Ear plugs and muffs.
 - Hard hats.
 - Gloves and hand protection.
 - Full-body safety harness and lanyards.
 - Sturdy, low-heeled shoes with closed toe and heel.

4.3 Hazard Communication / Material Safety Data Sheets

- a. The Boeing Company shall provide, on request, the material safety data sheet (MSDS) for any hazardous chemical under Boeing control within the assigned work area.

- b. Before any hazardous chemicals arrive on site, the service provider shall furnish to the Boeing Onsite Activity Representative the following information on each hazardous chemical to be used:
 - 1. The identity of each hazardous chemical;
 - 2. An MSDS for each hazardous chemical; and
 - 3. The quantity of each hazardous chemical to be used and/or stored on site.
- c. All hazardous chemical containers shall be properly identified and labeled as to their contents. Hazardous chemical container labels must include:
 - 1. The identity of the hazardous chemical;
 - 2. The manufacturer of the hazardous chemical; and
 - 3. Appropriate hazard warnings.
- d. The service provider shall bring to the job site only the amount of hazardous chemicals necessary for the project.

4.4 Electrical Safety

- a. All electrical incidents or near misses shall be reported immediately to the Boeing Onsite Activity Representative.
- b. Equipment used by service providers must be approved by a nationally recognized testing laboratory.
- c. The service provider shall supply ground fault circuit interrupters for all temporary electrical wiring cords and portable equipment and tools.
- d. The service provider must comply with current OSHA and NFPA 70E standards for safe work on or near energized electrical systems. Work on or near energized exposed movable conductors (e.g., power lines) or energized equipment with exposed conductors operating at 50 volts or greater, shall only be done when approved in writing by the Boeing Onsite Activity Representative. Additional coordination is required.
- e. Personal protective equipment and portable electrical equipment (e.g., extension cords, drills, etc.) shall be inspected by the service provider before use and maintained in a safe working condition.
- f. Equipment, carts, or other items shall not be stored in front of electrical panels or substations.

- g. Combustible materials shall not be stored in any substation or electrical room.
- h. After completion of work, substations and electrical rooms shall be secured to prevent unauthorized access.

4.5 Lockout, Tag, Tryout Program

- a. Prior to shutdown of any Boeing equipment, building system, or utility, the service provider shall notify the Boeing Onsite Activity Representative.
- b. All equipment that could present a hazard from inadvertent activation or release of energy during maintenance or servicing shall have the energy supply locked out and tagged except where the energy supply is needed for testing, troubleshooting, inspecting, or servicing equipment.
- c. Before working on any energized system, the service provider shall take the following steps.
 - 1. Isolate the energy source and release all energy or potential energy (e.g., electrical [stored], gravity, kinetic, pressure, thermal, pneumatic, and hydraulic).
 - 2. Refer to machine-specific instructions on controlling multiple energy sources.
 - 3. Install physical lockout device (e.g., lock) with your company lockout tag.
 - 4. Before proceeding with work, test or try out the system to ensure zero energy state.
 - 5. The following information shall be printed on all lockout tags in use:
 - i. Employee name, company name, date, and phone number (or pager number).
 - ii. Off-shift contact and phone number (requires someone to be available 24 hours per day).

4.6 Trenching and Excavations

- a. Notify and obtain approval from the Boeing Onsite Activity Representative before excavating or opening any trench. Additional coordination is required.
- b. Prior to commencing work, a qualified service shall be used to locate the approximate location of subsurface installations such as sewer, telephone, fuel, electric, water lines, or any subsurface installations that may be encountered during excavation work. While the excavation is open, subsurface installations shall be

- protected, supported, or removed as necessary to safeguard personnel.
- c. Hand-digging shall be required where there is any risk of contacting underground utilities or structures.
- d. The service provider shall physically barricade all excavations and trenches, and ensure that proper precautions are taken to prevent unauthorized access to trenches or excavations, trench and excavation equipment (idle or operating), and other service provider equipment used for trench and excavation projects.
- e. Daily inspections of excavations, adjacent areas, and protective systems shall be made by a competent person for evidence of hazardous conditions. Inspections shall also be made after every rain storm or other hazard increasing occurrence. If a hazardous condition is observed, personnel shall be removed from the hazard area until the hazardous condition is corrected.
- f. The service provider's competent person shall assess the soil condition to determine the method of shoring or sloping required for excavation.
- g. All excavations and trenches 5 feet or more in depth shall be benched, shored, sloped, or otherwise protected to ensure that collapse does not occur.
- h. Excavated soils must be placed not less than two feet away from the excavation.
- i. Place excavated soils on the up-slope side of the trench whenever possible to capture sediment runoff in the event of rain.

4.7 Warning Signs and Barricades

- a. Service providers shall supply appropriate signs, barricades, flashing light barricades, ground attendants, and flagging, as required, to keep unauthorized personnel out of potentially hazardous work areas.
- b. Highly visible physical barriers such as warning tape shall be used by service providers to identify their work area and to prevent Boeing personnel and others not directly involved with the project from entering.
- c. Substantial barricades, such as chain link fencing, standard guardrails, etc., are required around excavations, holes, or openings in floors, roof areas, edges of roofs, and elevated platforms. In addition, barricades are required around overhead work and wherever necessary to warn or protect all personnel.

4.8 Confined-Space Entry

- a. All confined-space incidents or near misses shall be reported immediately to the Boeing Onsite Activity Representative.
- b. Boeing will provide service providers with information on the hazards identified and protective requirements of existing confined space locations.
- c. The service provider shall have and follow its own written confined space entry program, including an entry permit system, monitoring equipment, ventilation, retrieval system, and observation personnel, except as provided for in paragraph 4.8.d.
- d. For jointly occupied confined spaces, the service provider shall coordinate its confined-space entry plan with the Boeing Onsite Activity Representative. Additional coordination is required.
- e. The service provider shall have its written confined space entry program available at the worksite and post the confined-space entry permit at the point of entry.
- f. Upon completion of confined-space entry, provide a copy of the closed permit to the Boeing Onsite Activity Representative.

4.9 Fall-Protection Program

- a. A fall-protection plan is required when fall protection systems including anchorage points, static lines, lanyards, and full body harnesses must be utilized because fall hazards cannot be eliminated through the use of passive systems such as hand rails.
- b. All fall-protection equipment and devices shall meet American National Standards Institute (ANSI) Z359 standards.
- c. The service provider shall provide all necessary fall-protection equipment to its employees.
- d. Boeing prohibits the use of “body belts” as fall protection.
- e. The service provider shall inspect and maintain its fall-protection equipment and shall promptly remove from the worksite any fall protection equipment found to be defective.
- f. Before considering the use of a crane or forklift to lift personnel, the service provider shall consult with the Boeing Onsite Activity Representative. Additional coordination is required.
- g. Service providers must have measures in place to protect personnel in the area of elevated work from hazards resulting

from dropped tools, work materials, etc. This may include the use of barricades, spotters, and nets. The inclusion of tool and parts control / inventory provisions in the project specific safety plan may be required. Contact the Boeing Onsite Activity Representative for more information.

4.10 Ladders and Scaffolding

- a. Ladders shall be in good condition and used as intended (e.g., do not use portable A-frame step ladders as straight ladders).
- b. Portable metal ladders shall not be used for electrical work. The use of metal ladders is completely prohibited at some Boeing sites. Contact the Boeing Onsite Activity Representative prior to use.
- c. Ladders shall not be used in front of doorways without posting or otherwise protecting the area.
- d. Scaffolding systems shall be erected and regularly inspected by a competent person. All scaffolding shall have work platforms fully planked; all braces, access ladders, proper guardrails, and toe boards must be installed. Where items may fall onto personnel working or passing below, safety netting shall be provided.
- e. During scaffolding erection, dismantling, and use, all employees shall be fully protected from fall hazards.

4.11 Work Permits

There may be additional site-specific permit and licensing requirements other than those specified in this document. Check with the Boeing Onsite Activity Representative for further clarification. Additional coordination required.

4.12 Foreign Object Debris / Foreign Object Damage

- a. Foreign Object Debris (FOD) is any substance, debris, or article which could find its way into a product system (e.g., aircraft, radar system, satellite, launch system, etc.) and cause damage. Service providers shall take the following steps to prevent Foreign Object Damage.
 1. Follow any posted FOD requirements when working in a FOD Critical, FOD Control, or FOD Awareness area.
 2. Maintain accountability for all tools, construction materials, hardware, and personal items brought into work areas.
 3. Properly contain and secure tools, construction materials,

hardware, and personal items to prevent them from falling off carts, being moved by weather events, or otherwise migrating into product systems.

4. Pick up any dropped tools, debris, or other objects promptly.
5. Clean up and remove trash, scrap, excess materials, and other debris at least daily.
6. Immediately report missing / lost tools and other items to the Boeing Onsite Activity Representative.
7. When work involves loose material (i.e., concrete, asphalt, gravel, dirt, etc.) that can migrate onto product system traveled surfaces or factories where product systems are manufactured, construct FOD barriers as necessary to surround the work area and contain all debris.

4.13 Overhead Crane Operations

- a. The service provider shall obtain approval from the Boeing Onsite Activity Representative and schedule any work requiring access to and use of Boeing overhead cranes and crane space, work adjacent to Boeing overhead cranes, or work around Boeing overhead cranes. These activities may require the installation of bridge-crane rail stops, or inactivation of bridge cranes to preclude collision with service-provider equipment. Hazardous energy control requirements are found in section 4.5 Lockout, Tag, Tryout Program.
- b. Mechanical, electronic, or other approved crane stop systems shall be installed in front and behind personnel while they are working in an elevated position, or while they are making a lift of materials through the crane travel zone, to protect them from the crane they may be working on and from any other crane entering from another area or adjacent bay.
- c. The service provider shall provide and use cranes and rigging that have been proof loaded and have required certifications available at the job site.
- d. Service providers that operate Boeing overhead cranes must receive crane safety training using a Boeing reviewed and accepted training curricula.

4.14 Utility Shutdowns

Service providers shall minimize service interruption during unavoidable utility shutdowns. Written authorization must be requested from the Boeing Onsite Activity Representative a minimum

of two weeks before the scheduled utility shutdown or as soon as it is known to be required in order to perform required work.

4.15 Joint Occupancy Issues (Occupied Work Areas)

- a. The service provider shall cooperate and coordinate work with The Boeing Company and other Boeing service providers so all work may be promptly and properly performed without undue interference or delay. The service provider shall afford The Boeing Company and other Boeing service providers reasonable opportunity for the execution of their work.
- b. For work in close proximity to Boeing products or employees, a joint safety plan may be required. Contact your Boeing Onsite Activity Representative for more information.

4.16 Training

- a. The service provider shall ensure that all of its employees are properly trained for all jobs and tasks that require specific training and/or competency to meet all applicable federal, state, and local regulations prior to conducting work for Boeing.
- b. All service provider employees shall be trained in, and be knowledgeable of, the project-specific EHS plan.
- c. The service provider shall submit to The Boeing Company, on request, validation of the training received.
- d. Service provider employees must receive information/orientation as necessary to comply with site specific requirements.

4.17 Radiation Safety

- a. Written approval must be obtained through the Boeing Onsite Activity Representative before the following activities occur. Additional coordination is required.
 1. Licensed radioactive material (e.g., gamma radiography equipment, moisture density gauges, etc.) are brought onsite.
 2. Class 3b or 4 lasers (as indicated by the label on the equipment) are brought onsite.
 3. Radio frequency sources capable of exposing personnel above OSHA limits are brought onsite. See section 1.1.f for more information.
 4. Machines that produce X-rays (X-ray machines, XRF units, etc.) are brought onsite.

5. Service providers work in any area restricted for purposes of radiation protection.
6. Service providers work with any radioactive material possessed under a Boeing license.

4.18 Compliance with Posted Safety Requirements

The service provider shall comply with all posted safety requirements, including but not limited to: hearing protection, eye protection, confined space entry, access barriers, parking, and driving requirements.

4.19 Traffic Control

- a. Service providers delivering and receiving material shall ensure that traffic controls are in place, including flaggers, truck waiting areas, staging areas, and appropriate traffic guidance signs.
- b. Any service provider causing a road hazard must place obvious warning devices to alert drivers approaching the hazard. These devices shall remain in place until the hazard is mitigated.

5.0 ENVIRONMENTAL

5.1 ISO 14001 Environmental Management System

- a. Service providers at Boeing manufacturing facilities that are ISO 14001 certified must ensure that their employees are made aware of the Boeing Environmental Policy and written procedures established for activities, products, and services necessary to protect the environment.
- b. Boeing's environmental management system conforms to the ISO 14001 Environmental Management System (EMS).
- c. The Boeing Environmental Policy is communicated to all persons who work for, or on behalf of the organization, including service providers working onsite at Boeing.
- d. Service providers must be familiar with and comply with the Boeing Environmental Policy and have knowledge of how their actions may impact the environment, and the consequences of not following proper procedures.
- e. Boeing Environmental Policy:
Boeing is committed to operating in a manner that promotes environmental stewardship. Boeing will strive to:
 1. Conduct operations in compliance with applicable environmental laws, regulations, and Boeing policies and procedures.
 2. Prevent pollution by conserving energy and resources, recycling, reducing waste, and pursuing other source reduction strategies.
 3. Continually improve our environmental management system.
 4. Work together with our stakeholders on activities that promote environmental protection.
- f. For more information on the ISO 14001 program contact your Boeing Onsite Activity Representative.

5.2 Hazardous Materials

- a. Hazardous materials stored on Boeing sites shall be stored under cover, in containment, and be clearly labeled. Storage areas must be approved by the Boeing Onsite Activity Representative. Additional coordination is required.
- b. Secondary containment must be provided for operations involving transfer (e.g., pouring, pumping, or dispensing) of hazardous materials.

- c. A utilization report may be required at some locations for hazardous materials that are brought on site. Verify requirements with the Boeing Onsite Activity Representative.
- d. Keep containers closed when not in use.
- e. When bringing hazardous materials onto a Boeing site, notify the Boeing Onsite Activity Representative. Additional coordination is required.

5.3 Hazardous Waste and Solid Waste Handling and Disposal

- a. Service providers must submit a waste management plan to the Boeing Onsite Activity Representative for projects which generate hazardous or non-hazardous wastes. Additional coordination is required.
- b. The Boeing Company disposes of all hazardous waste (including universal waste) that is generated on its property, regardless of the party that generates the waste. Service providers shall not take hazardous waste off site. If you are working under a contract on a Boeing site and need assistance with hazardous waste disposal, establishing a waste station, or complying with hazardous waste regulations, contact the Boeing Onsite Activity Representative.
- c. All hazardous waste generated by the service provider shall be properly segregated, containerized, and labeled by the service provider, as directed by the Boeing Onsite Activity Representative. Additional coordination is required.
- d. Keep all waste containers closed between waste additions to containers.
- e. Monitor your waste stations on a daily basis. Inspect the stations for leaks and full containers of waste.
- f. When a waste drum becomes full, it must be immediately removed from the work site as directed by the Boeing Onsite Activity Representative. Additional coordination is required.
- g. Never allow a hazardous waste drum to accumulate waste for more than 60 days after the date shown on the hazardous waste label affixed to the drum.
- h. Never dump or discharge hazardous waste into storm drains, building sanitary sewer drains, rest rooms, or solid-waste containers.
- i. Some locations may require service providers to provide periodic reports to the Boeing Onsite Activity Representative

documenting activity related to recyclable materials and construction, demolition, or land clearing (CDL) debris. Contact the Boeing Onsite Activity Representative to determine if this reporting is required. These reports must include:

1. A description of all recyclables, non-hazardous waste, and CDL debris removed from the site.
2. The quantity of recyclables and non-hazardous waste removed from the site by weight, for that period.
3. Classification of the recyclables according to the following categories:
 - i. Concrete, asphalt and masonry,
 - ii. Clean soil and gravel,
 - iii. Metals,
 - iv. Stumps and brush,
 - v. Recyclables sorted off-site by a 3rd party provider.

5.4 Suspect Materials

a. Asbestos Awareness

1. Notify the Boeing Onsite Activity Representative prior to conducting activities that may disturb asbestos. Additional coordination is required.
2. Boeing project locations may contain asbestos-containing materials. Prior to the start of work, obtain a written asbestos determination from the Boeing Onsite Activity Representative regarding the presence or absence of asbestos-containing materials associated with the work.
3. Abatement of all ACM affected by the project shall be coordinated by The Boeing Company.
4. If, after the project commences, the service provider discovers a possible asbestos disturbance or new suspect materials, stop work immediately and notify the Boeing Onsite Activity Representative. Work shall remain stopped until a resolution can be coordinated by the Boeing Onsite Activity Representative.

b. Lead Awareness

1. Notify the Boeing Onsite Activity Representative prior to conducting activities that may disturb lead. Additional coordination is required.

2. Lead can be found in a variety of different products, such as greases, solders, sealants, paints, coatings, lead shielding in walls and around tables, lead pipes, and counterweights.
 3. Operations or processes that may cause lead exposure include but are not limited to:
 - i. Spray painting with paints containing lead.
 - ii. Grinding, sanding, or welding on lead-based paints.
 - iii. Soldering activities.
 - iv. Demolition of oxidized lead shielding.
 4. All painted surfaces are presumed to contain lead unless determined otherwise.
 5. Lead containing paint shall be removed before proceeding with any grinding, sanding, or welding activities.
 6. Never use compressed air to remove lead dust.
 7. All lead-abatement activities are coordinated through the Boeing Onsite Activity Representative.
 8. If, after the project commences, the service provider discovers a possible lead-containing material disturbance or new suspect material, work shall stop immediately until the Boeing Onsite Activity Representative can determine the next course of action.
- c. Soils and Remediation
1. Final disposition of all soil shall be coordinated through the Boeing Onsite Activity Representative. Additional coordination is required.
 2. Immediately contact the Boeing Onsite Activity Representative listed at the front of this document if you notice contaminated soil or water during excavation activities. Watch for fuel and solvent smells, visible oil sheen, and other indications of contamination. Stop work immediately until the Boeing Onsite Activity Representative can determine the next course of action.

5.5 Air Quality

- a. If service provider activities may produce emissions of any air pollutant, the service provider must submit a written plan for minimizing these emissions to the Boeing Onsite Activity Representative. Additional coordination is required.

- b. The Service Provider shall not emit any air contaminant in sufficient quantities and of such characteristics and duration that is likely to be injurious to human health, plant or animal life, or property, or which unreasonably interferes with enjoyment of life or property. Contact the Boeing Onsite Activity Representative if you are not sure your activity falls in this category.
- c. Open burning is strictly prohibited.
- d. Vehicles and equipment shall not leave the work site coated with dust, dirt, or mud.
- e. Truck loads and roll-off containers with loose materials shall be covered. The service provider shall take appropriate measures to prevent drag-out and fugitive emissions.
- f. All service providers shall take measures to prevent overspray and airborne emissions from painting and blasting operations from depositing on adjacent buildings and automobiles. Any such deposits must be swept up immediately.
- g. Abrasive blasting and spray-painting operations shall be performed inside a booth designed to capture the blast grit or overspray. Outdoor blasting or painting of structures or items too large to be reasonably handled indoors shall employ control measures, such as curtailment during windy periods, and enclosure of the area being painted or blasted. Contact the Boeing Onsite Activity Representative for specific requirements before starting outdoor blasting or painting activities.
- h. For grade-and-fill operations associated with construction and demolition projects, employ water spray as needed to prevent visible dust emissions. The application of water for dust control that does not infiltrate into the ground must be contained by use of the approved erosion and sediment controls.
- i. Airborne and blowing dust and debris shall be controlled. The service provider is responsible to obtain any necessary dust control permits. Contact the Boeing Onsite Activity Representative before the start of any activity that may generate dust.
- j. All material that contains volatile organic compounds (VOC), such as paints, coatings, sealants, or resins, that are to be used shall be pre-approved through the Boeing Onsite Activity Representative. Additional coordination is required.

5.6 Water Quality

- a. If service provider activities may produce wastewater, or if the

- service provider may handle hazardous materials in an area that may be exposed to storm water, the service provider must submit a written plan to the Boeing Onsite Activity Representative for handling such wastewater or storm water. Additional coordination is required.
- b. Wastewater, including, but not limited to, concrete slurry, water from dewatering, cooling water and storm water, shall be handled in accordance with instructions from the Boeing Onsite Activity Representative or the service provider's written wastewater plan.
 - c. Never pour any liquid into a storm drain. Potable water cannot be discharged to a storm drain without written permission provided through the Boeing Onsite Activity Representative. Additional coordination is required.
 - d. Do not use a hose or pressure washer to clean pavement unless the resulting wastewater can be contained. Alternative methods, such as sweeping, shall be used.
 - e. No vehicle, equipment, or building washing is permitted outside without prior approval from the Boeing Onsite Activity Representative.
 - f. Equipment and vehicles shall be maintained in good working order to prevent leakage of fluids (e.g., fuel, hydraulic fluids, and antifreeze). Methods to prevent and contain leaks must be implemented by the service provider (e.g., drip pads).
 - g. Sanitary sewage and industrial wastewater shall be disposed of in accordance with instructions from the Boeing Onsite Activity Representative. Additional coordination is required.
 - h. Store all hazardous materials and hazardous waste (including contaminated demolition debris) in a covered and contained area to prevent possible storm water or soil contamination. The containment shall be large enough to hold 110% of the volume of the largest container. This applies to materials and waste that are both hazardous and nonhazardous in nature.
 - i. Implement the Boeing-approved Best Management Practices (BMPs) as needed, to prevent storm water contamination, such as, but not limited to, silt fences, tarps for rain covers, and drain covers.
 - j. Approved BMPs are available from the Boeing Onsite Activity Representative.

- k. The Boeing Onsite Activity Representative will notify service providers regarding the need for a Stormwater Pollution Prevention Plan (SWPPP). If required:
 - 1. The service provider will submit a SWPPP to the Boeing Onsite Activity Representative. Additional coordination is required.
 - 2. A copy of the site SWPPP and National Pollution Discharge Elimination System (NPDES) General Permit must be kept at the construction site at all times during construction and prior to notification from the agency that the NPDES permit has been terminated.
 - 3. The service provider shall maintain a site log book that contains a record of the implementation of the SWPPP and other permit requirements including the installation and maintenance of BMPs, site inspections, and stormwater monitoring.
- l. Refueling and mobile equipment repair shall be conducted away from storm drains and waterways. Refueling over unpaved areas must be fitted with temporary containment or spill control. Spill clean-up materials shall be staged on site, in well marked containers, and in sufficient quantity and locations to respond to spills such as hydraulic equipment leaks.
- m. Portable toilets must be secured as necessary to prevent them from being blown or knocked over and must be leak free, maintained in good working order, and located at least 100 feet from any waterway or storm water conveyance structure. Portable toilets must be serviced by a permitted company and cannot be dumped at the site.

6.0 SITE-SPECIFIC REQUIREMENTS

Contact the Boeing Onsite Activity Representative for additional requirements for the location at which you are performing work.

6.1 General Information

Emergencies (On-site Emergency number: 210-932-6911)

Service Provider shall report all serious occupational injuries and illnesses that occur on Boeing's property to Boeing's EHS Department (210-932-6105) and Boeing's Health Services Clinic (210-932-6726). Injuries are considered serious if they require medical treatment beyond first aid.

6.2 Hazardous Work Activities

a. Lock/Out and Tag/Out Requirements

Work on or near aircraft requires that all personnel, including Service Provider's personnel, comply with Boeing's Site Specific Aircraft Lockout/Tagout processes.

Service Provider shall request permission from Boeing's Onsite Activity Representative prior to the proposed lockout of equipment or circuits. All affected personnel shall be notified when equipment is "locked out" and when lockout is removed.

b. Spray Painting/Spray Finishing/Spray Coating

Spray painting/spray finishing/spray coating operations shall be conducted only in areas approved by Boeing's EHS Departments. This includes all "flame spray" operations, which is considered a "spray coating" operation.

Environmental requirements under the federal 6H NESHAP, and Texas Commission on Environmental Quality (TCEQ), Boeing's EPA Title V Permit, and Boeing's TCEQ Air Permits may apply depending on the nature of the spray coating operation; Boeing's EHS Department shall be contacted in advance to review and approve any equipment used in spray coating applications.

c. Solvent Cleaning

Approval from Boeing's EHS Department is required for all solvent-cleaning operations. All waste and residual solvent shall be disposed of in accordance with Section 6.3 a.

Chlorinated solvents and chlorinated solvent degreasers are not allowed. This includes, but is not limited to: methylene chloride, 1,1,1-trichloroethane, perchloroethylene, carbon tetrachloride, trichloroethylene. Additionally chlorofluorocarbons (CFC) are not allowed.

100% methyl ethyl ketone (MEK) is not allowed.

d. Chemicals

Service Provider shall provide hazardous chemical information to Boeing's EHS Department and obtain approval for use prior to the chemicals arriving on-site. This shall include an inventory of all chemicals (see section 4.3), hazardous materials, and dangerous goods to be brought on-site.

6.3 Environmental Concerns

a. Hazardous Waste

Hazardous wastes are those materials specified by the U.S. Environmental Protection Agency (EPA) (40 CFR 206 through 261) or the Texas Commission on Environmental Quality (TCEQ). The TCEQ also defines special wastes (such as regulated paint waste). Additionally, Boeing classifies and manages certain non-regulated materials. These waste materials include, but are not limited to empty product cans and used oil.

Service Provider is expressly prohibited from removing hazardous wastes and special wastes from Boeing's property (see section 5.3 for more detail).

While working at Boeing's facility, Service Provider shall ensure all fuel and oil containing equipment and containers are leak free. Any cleanup that resulted from the spilling or leaking of fuel or oil, including petroleum-contaminated soil, will be properly disposed of by Boeing per State of Texas regulations. Any cost involved with the cleanup and disposal of these wastes will be the responsibility of Service Provider.

6.4 ENTERPRISE STANDARDS

These standards apply to everyone on Boeing property including visitors, customers, contractors and suppliers.

Safety glasses with side shields are required:

- a. Inside the production/operation areas of buildings 361, 365, 375, 379, 385, 397, 400, and related backshops. They are also required in all transportation, kitting, warehouse, and parts storage areas.
- b. On all Outside Aircraft Maintenance Pads (Pads 1 through 36), when inside the aircraft diamond perimeter. The aircraft diamond perimeter will be extended as necessary to encompass all adjacent aircraft maintenance/modification operations.
- c. When working on aircraft and/or aircraft components, regardless of location.

Safety glasses and side shields are NOT required:

- a. In EHS designated "Safety Zones", such as offices, conference rooms, restrooms, elevators, and the cafeteria.
- b. When traveling outside; and not in the aircraft diamond perimeter or other area where outside work is being performed.

6.5 Use of electronic devices is limited in order to prevent unnecessary distractions while working, walking and driving. Though similar, there are slightly different requirements for company issued vs. personal electronic devices.

Use of company issued electronic devices:

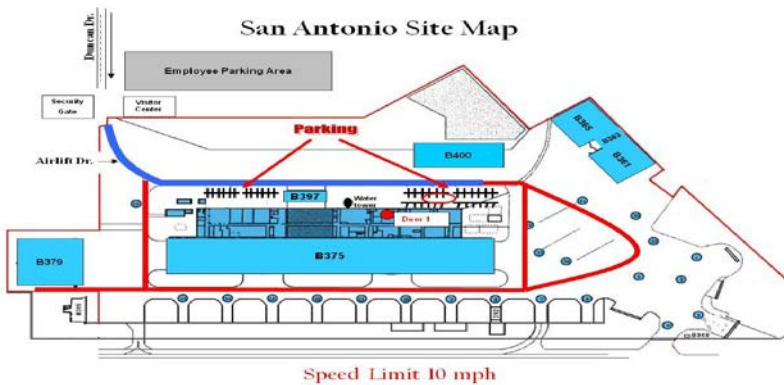
- a. The use of company issued electronic devices (including cell phones, BlackBerries, computers, cameras, etc.) is allowed when the user is stationary and located away from vehicle and/or pedestrian traffic, and may be used in areas where safety glasses are required.
- b. Unless in hands-free mode, company issued electronic devices are NOT to be used while operating any vehicle (company or personal) or while walking.

6.6 Use of personal electronic devices (including personal cell phones, computers, cameras, iPads, iPhones, MP3s, etc.) is an acceptable convenience permitted at Boeing - San Antonio. However, the following guidelines are to be adhered to:

- a. Personal electronic devices are to be used during designated breaks, and before or after assigned working hours only.
- b. Personal electronic devices may be used in offices, conference rooms, cafeterias and food service areas, restrooms, elevators, and enclosed stairwells.
- c. Personal electronic devices are NOT to be used while aboard any aircraft, in any area requiring safety glasses.
- d. Unless in hands-free mode, personal electronic devices are NOT to be used while walking while on company property, while operating any vehicle (company or personal) on company property, or while operating a company vehicle off-property.

6.7 High Visibility Apparel:

- a. Is required for all personnel involved in aircraft tow or taxi.
- b. Is required for all personnel inside the perimeter of an outside aircraft maintenance pad, when ground operations such as engine runs or flight test operations are being performed.
- c. Is NOT required on outside aircraft maintenance pads when static aircraft maintenance/modification is being performed.
- d. Is NOT required when traveling outside and not in the perimeter of an aircraft maintenance pad containing an aircraft actively involved in engine runs or flight test operations. (i.e., typically not required when traveling from turnstile to building)



Rules of the Road

- The speed limit is 10 mph in formal drive lanes, and 5 mph elsewhere.
- Do NOT drive and text. Do NOT drive and use a cell phone unless it is handsfree.
- Drive only in designated traffic lanes.
- Yield right of way to pedestrians, aircraft and emergency vehicles.
- Headlights on during dawn, dusk, night and inclement weather.

Flight Ramp Safety

- Aircraft always have the right of way when being towed or taxiing.
- Do NOT walk in or around an aircraft without a Boeing escort.
- Do NOT walk in front of, or within 600 feet behind an aircraft with engines running.
- Do NOT drive under any portion of an aircraft.
- Do NOT drive between adjacent aircraft.
- Driving within 5 ft of aircraft requires a spotter.

EMERGENCY PROCEDURES

- All accidents resulting in damage or injury while on Boeing premises must be reported immediately.
- Emergency Phone Number (210) 932-6911
- During inclement weather, the external alarm system will sound to alert the site of potential hazardous conditions.

- Know where “Shelter in Place” and Emergency exits are located. DO NOT use emergency exits for normal, non-emergency egress.

SAFETY PROCEDURES

- Cell phones and personal electronic devices are restricted onsite. Do NOT walk and text. Do NOT walk and talk on a cell phone unless hands free. Do NOT use earbuds.
- PPE (safety glasses, bump caps, high visibility vests) is required in designated areas.
- Footwear, enclosing the entire foot, with heels less than 2” will be worn on the ramp, hangar floor, backshops.
- Always be vigilant to your surroundings. Be on the lookout for slips, trips, and falls. Immediately remove a slip, trip, or fall hazard. If the hazard cannot be “fixed” on the spot identify the area and notify your host, EHS, or Security.

ENVIRONMENTAL PROTECTION

- All spills or exposures must be immediately reported to the OCC.
- Do not let any materials get in storm drains.
- All chemicals must be pre-approved by Site EHS before they may be brought on site.
- Chemicals must only stored in designated cabinets.
- Waste may only be disposed off in designated locations.

FOREIGN OBJECT DEBRIS (FOD) CONTROL

- The entire facility is considered a FOD Critical Area and must be kept FOD free.
- Vehicles should ensure that all potential FOD be secured or removed.
- You are expected to “own your area”. Clean as you go and being FOD free is a requirement.

TOOL CONTROL

- All tools must be inventoried and identified.
- All lost tools must be immediately reported to your escort/host.

GENERAL SITE REQUIREMENTS

- Officially issued credential/badges must be visible at all times.
- Use of tobacco on company property is prohibited.
- No cameras/no photographs.

IN THE EVENT OF AN EMERGENCY

- Follow your host – or other Boeing personnel – to a safe location.
- Ask your host to get help if in need of first aid.



The Boeing Company
100 N. Riverside
Chicago, IL 60606-1596
MC7A-UR